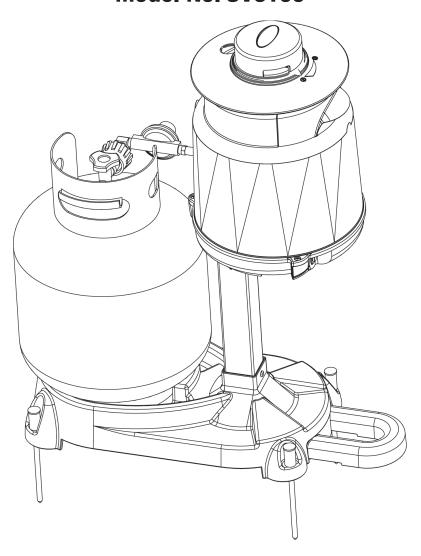


OWNER'S MANUAL

Outdoor LP Gas Mosquito Exterminator

Model No. SV3100





WARNING

FOR YOUR SAFETY:

For Outdoor Use Only (outside any enclosure)



WARNING

FOR YOUR SAFETY:

- Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage.
- 2. Read the installation, operation, and maintenance instructions thoroughly before installing or servicing this equipment.
- 3. Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.

California Proposition 65:

Chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm are created by the combustion of propane.

Save these instructions for future reference. If you are assembling this unit for someone else, give this manual to him or her to read and save for future reference.

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The use and installation of this product must conform to local codes. In absence of local codes, use the *National Fuel Gas Code*, *ANSI Z223.1/NFPA 54*, *CAN/CGA-B149.1*, *Natural Gas and Propane Installation Code*.



Manufactured in China for: Blue Rhino Global Sourcing, Inc Winston-Salem, NC USA 1.800.762.1142, www.bluerhino.com





DANGER

If you smell gas -

- 1. Shut off gas to appliance.
- 2. Extinguish any open flame.
- 3. If odor continues, keep away from the appliance immediately and call your gas supplier or your fire department.

A

WARNING

FOR YOUR SAFETY

- 1. Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.
- 2. An LP cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

A DANGER: Failure to follow the dangers, warning and cautions in this manual may result in serious bodily injury or death, or in a fire or an explosion causing damage to property.

A WARNING:

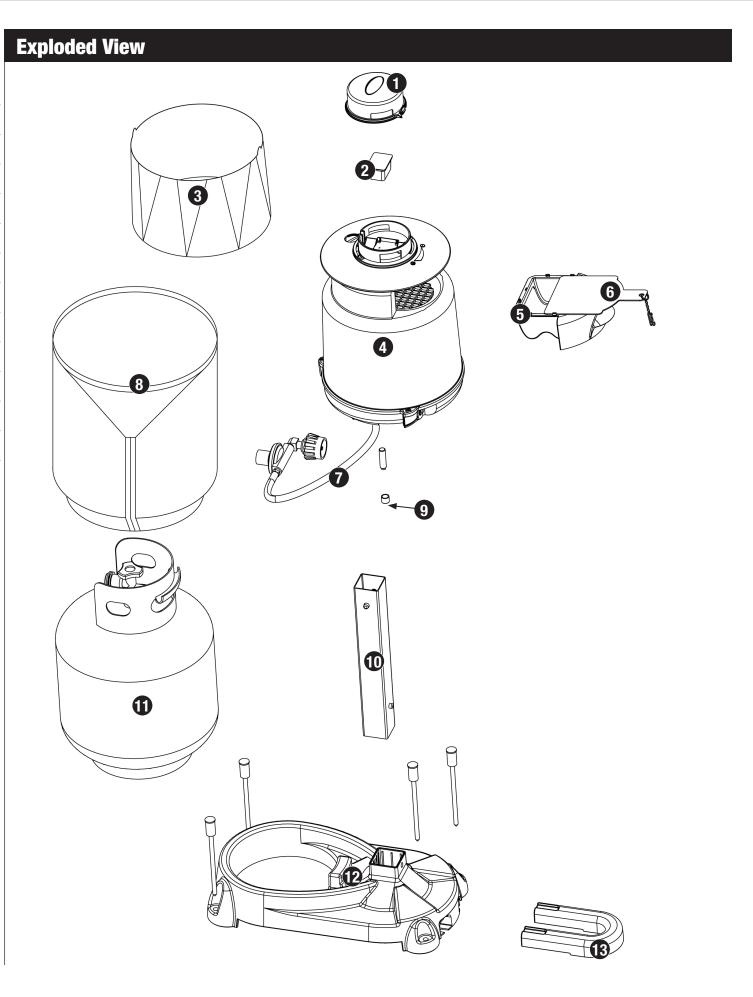
- ▲ This SkeeterVac® is for outdoor use only, and shall not be used in a building, garage, or any other enclosed area.
- ▲ Do NOT operate, light or use this appliance within 8 feet of walls, structures, buildings or combustible materials.
- A It is a violation of Federal law to use this product in a manner inconsistent with its labeling.
- A This SkeeterVac® is NOT for commercial use.
- ⚠ This SkeeterVac® is for use with liquid propane (LP) gas only.

 The conversion to or attempted use of natural gas in this LP gas SkeeterVac® is dangerous and will void your warranty.
- **▲** LP gas Characteristics:
 - a. LP gas is flammable and hazardous if handled improperly. Become aware of the characteristics before using any LP gas product.
 - b. LP gas is explosive under pressure, heavier than air, and settles and pools in low areas.
 - c. LP gas in its natural state has no odor. For your safety, an odorant is added that smells like rotten cabbage.
 - d. Contact with LP gas can cause freeze burns to skin.
- ▲ LP gas tank needed to operate. Only tanks marked "propane" may be used.
 - a. The LP gas supply tank must be constructed and marked in accordance with the Specifications for LP gas Cylinders of the U.S. Department of Transportation (DOT) or the National Standard of Canada, CAN/CSA-B339, Cylinders, Spheres and Tubes for the Transportation of Dangerous Goods; and Commission.
 - b. LP gas tank must be arranged for vapor withdrawal.
 - c. The LP gas tank must have a listed overfilling prevention device (OPD).
 - d. Only use 20-pound cylinders equipped with a cylinder connection device compatible with the connection for outdoor cooking appliances.
 - e. The LP gas tank must have a tank collar to protect the tank valve.
 - f. Never use an LP gas tank with a damaged body, valve, collar, or footing.
 - g. Dented or rusted LP gas tanks may be hazardous and should be checked by your LP gas supplier prior to use.
 - h. The LP gas tank should not be dropped or handled roughly.
 - i. Tanks must be stored outdoors out of the reach of children and must not be stored in a building, garage, or any other enclosed area. Your tank must never be stored where temperatures can reach over 125°F.
 - j. Never keep a filled LP gas tank in a hot car or car trunk. Heat will cause the gas pressure to increase, which may open the relief valve and allow gas to escape.
 - k. Place dust cap on cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.
 - I. Do not store a spare LP gas tank under or near this appliance.
 - m. Never fill the tank beyond 80 percent full.
 - n. A fire causing, serious injury or damage to property may occur if the above is not followed exactly.
 - Always transport your tank in a secure, well-ventilated location in your vehicle. LP gas tank should be upright with valve turned off. LP gas tank should be taken directly to and from place of use.
- A Never attempt to attach this SkeeterVac® to the self-contained LP gas system of a camper trailer, motor home, or house.
- ★ The use of alcohol, or prescription or non-prescription drugs may impair the consumer's ability to properly assemble or safely operate the appliance.
- ▲ Your SkeeterVac® has been checked at all factory connections for leaks. Recheck all connections, as movement in shipping can loosen connections.
- ♠ Check for leaks even if your unit was assembled for you by someone else.
- ▲ Do not operate if gas leak is present. Gas leaks may cause a fire or explosion.
- A You must follow all leak-checking procedures before operating. To prevent fire or explosion hazard when testing for a leak:

- a. Always perform leak test before lighting the SkeeterVac® and each time the tank is connected for use.
- b. No smoking. Do not use or permit sources of ignition in the area while conducting a leak test.
- c. Conduct the leak test outdoors in a well-ventilated area.
- d. Do not use matches, lighters, or a flame to check for leaks.
- e. Do not use SkeeterVac® until any and all leaks are corrected.

 If you are unable to stop a leak, disconnect the LP gas supply. Call a gas appliance serviceman or your local LP gas supplier.
- **⚠** Do not store or use gasoline or other flammable liquids or vapors within 25 feet (7.62 m) of this appliance.
- ▲ Do not use in an explosive atmosphere. Keep SkeeterVac® area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- ▲ Minimum clearance from sides and back of unit to combustible construction, 21 inches from side and 21 inches from back. Do not use this appliance under overhead combustible surfaces.
- A It is essential to keep the SkeeterVac®'s valve compartment, burners, and circulating air passages clean. Inspect SkeeterVac® before each
- ▲ Do not alter SkeeterVac® in any manner.
- **▲** Do not use the SkeeterVac[®] unless it is COMPLETELY assembled and all parts are securely fastened and tightened.
- ⚠ This SkeeterVac® should be thoroughly cleaned and inspected on a regular basis. Clean and inspect the hose before each use of the appliance. If there is evidence of abrasion, wear, cuts, or leaks, the hose must be replaced prior to the appliance being put into operation.
- ▲ Use only the regulator and hose assembly provided. The replacement regulator and hose assembly shall be that specified by the manufacturer.
- ▲ Use only Blue Rhino Global Sourcing, Inc. factory authorized parts. The use of any part that is not factory authorized can be dangerous. This will also void your warranty.
- **▲** Do not use this appliance without reading "Operating Instructions" in this manual.
- ▲ Do not install or use in or on boats or recreational vehicles.
- A Product performance can vary due to weather, wind and other environmental conditions.
- A Never lean over the SkeeterVac® when lighting.
- **▲** Do not attempt to move SkeeterVac® when in use. Allow the SkeeterVac® to cool before moving or storing.
- ▲ Storage of SkeeterVac® indoors is permissible only if the tank is disconnected, removed from the SkeeterVac® and properly stored outdoors.
- **▲** Do not attempt to disconnect the gas regulator from the tank or any gas fitting while the SkeeterVac® is in use.
- ▲ Do not use SkeeterVac® for indoor cooking or heating. TOXIC fumes can accumulate and cause asphyxiation.
- After a period of storage and/or nonuse, check for leaks, burner obstructions and inspect for any abrasion, wear, cuts to the hose.
- A If SkeeterVac® is not in use, the gas must be turned off at the supply tank.
- A Keep air intake areas clear of dust, dirt and debris
- ▲ Do not allow children to operate or play near a SkeeterVac® device when it is in use.
- A Inspect for damage and wear during each maintenance cycle.
- ▲ It is recommended to use only FineTune® mosquito attractant in your SkeeterVac®. The use of other attractants has not been tested with your product, and void your warranty.
- ▲ Maximum inlet gas supply pressure is 11 inch water column
- ▲ Deaths, serious injury or damage to property may occur if the above is not followed exactly.

Parts List 0 Lure Cover 57-07-110 2 FineTune® Lure CPSX000014 3 TacTrap™ CPSX000021 4 **Engine Assembly** 57-08-001 5 WaveDrawer® 57-08-002 6 WaveDrawer® Cover 57-08-003 7 Regulator/Hose Assembly 57-07-116 8 LP Gas Tank Cover 57-07-109 9 **Battery Cap** 57-07-103 10 Post 57-07-114 1 LP Gas Tank (Not Included) 12 Base 57-07-101 **B** Base Insert 57-07-102



<u> </u>
4 pcs
1 pc



Assembly Instructions

1

DO NOT RETURN PRODUCT TO STORE.

For assistance call **1.800.762.1142** toll free. Please have your owner's manual and serial number available for reference.

For Easiest Assembly:

- To avoid losing any small components or hardware, assemble your product on a hard level surface that does not have cracks or openings.
- Clear an area large enough to layout all components and hardware.
- When applicable, tighten all hardware connections by hand first. Once the step is completed go back and fully tighten all hardware.
- Follow all steps in order to properly assemble your product.

To complete assembly you will need:

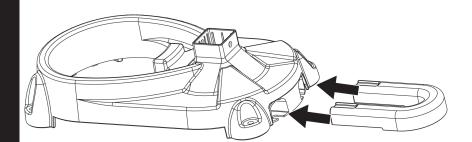
- (1) Leak Detection Solution (Instructions on how to make solution are included in "Operating Instructions" section)
- (1) precision-filled standard grill LP gas tank (20#) with external valve threads.

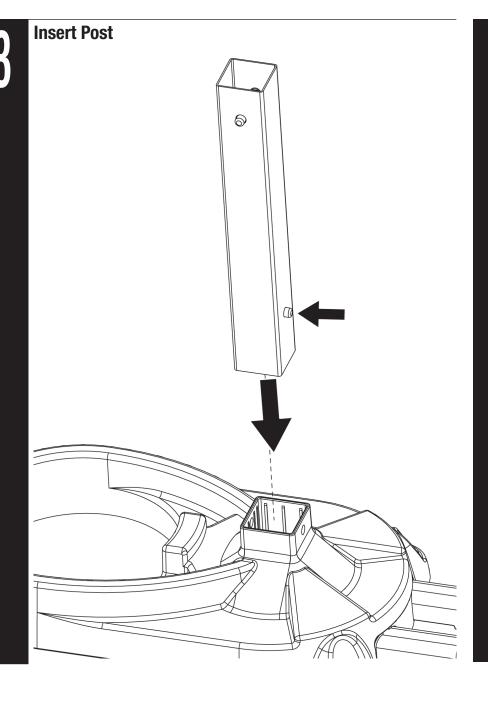
Note: You must follow all steps to properly assemble your SkeeterVac $^{\circ}$.

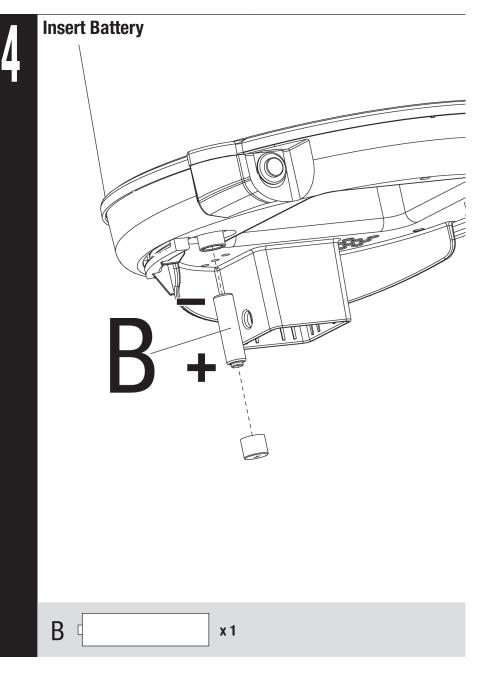
Typical assembly: approximately 30 minutes.

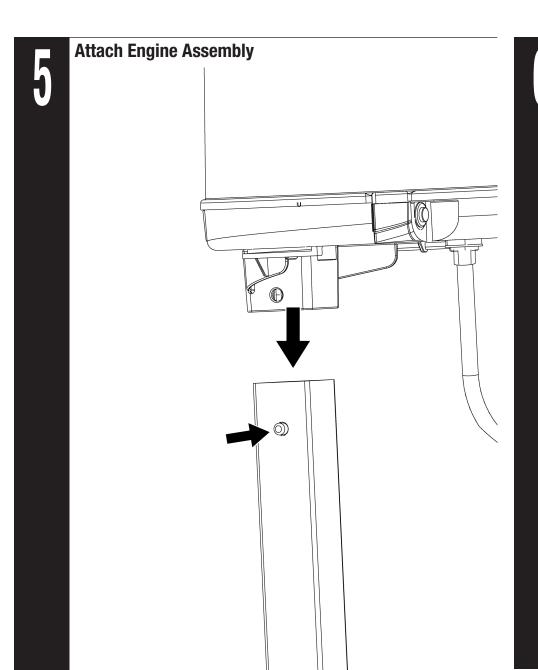
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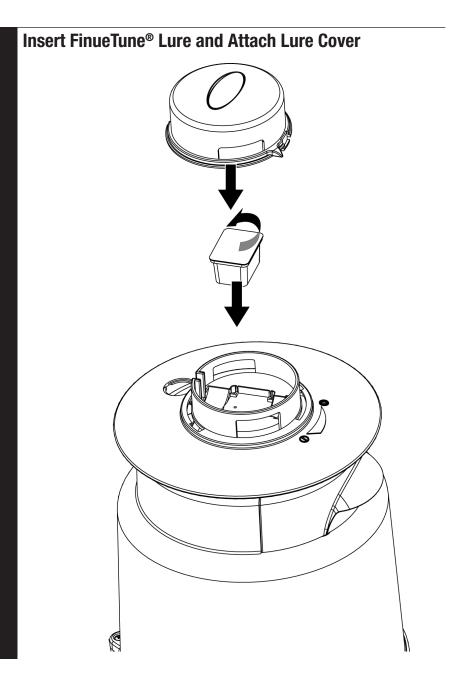
Insert Base Support









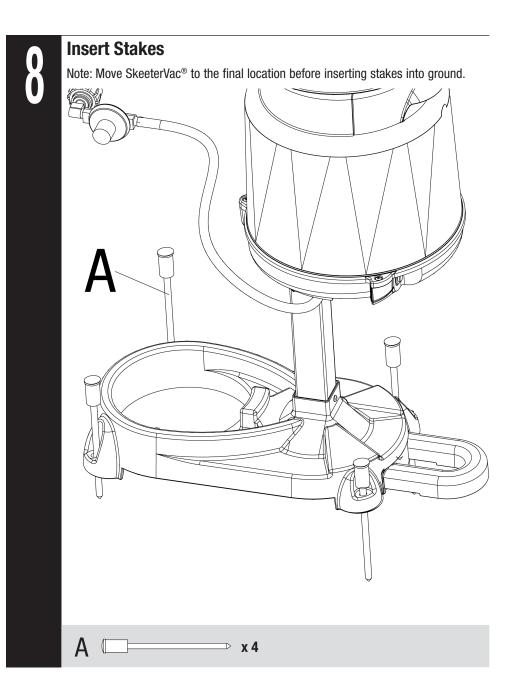


Insert WaveDrawer®

A CAUTION: Do not operate SkeeterVac® with WaveDrawer® cover on the WaveDrawer®. Cover is only used when emptying or inspecting trap.

Attach TacTrap™

Attach TacTrap™



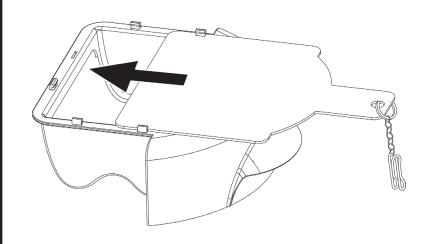


Assembly Instructions (continued)

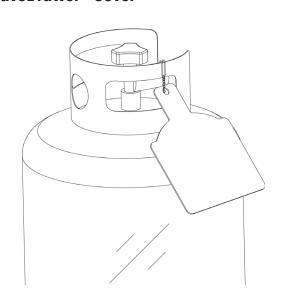
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Operate WaveDrawer® Cover

A CAUTION: Do not operate SkeeterVac® with WaveDrawer® cover on the WaveDrawer®. Cover is only used when emptying or inspecting trap.



Place WaveDrawer® Cover



Installing LP Gas Tank

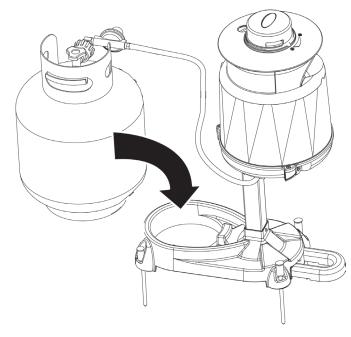
To operate you will need (1) precision-filled standard grill LP gas tank (20#) with external valve threads.

Note: An empty standard grill LP gas tank weighs approximately 18 lbs. A precision-filled standard grill LP gas tank should weigh no more than 38 lbs.



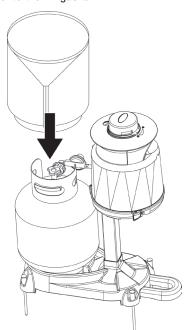
Insert LP Gas Tank

Place precision filled LP gas tank upright into hole in SkeeterVac® body so it is arranged for vapor withdrawal.



Place LP Gas Tank Cover

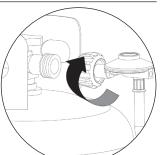
Place the LP gas tank cover onto the LP gas tank.



Connect LP Gas Tank

Before connecting, be sure that there is no debris caught in the head of the LP gas tank, head of the regulator valve or in the head of the burner and burner ports.

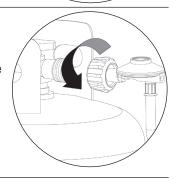
Connect gas line to tank by turning knob clockwise until it stops.



Disconnect LP Gas Tank

Before disconnecting make sure the LP gas tank valve OFF.

Disconnect gas line to tank by turning knob counterclockwise until it is loose.





Need a tank of gas? Try Blue Rhino® tank exchange service. It's easy, fast, safe, and available at tens of thousands of conveniently located retail outlets nationwide. You can purchase a new full tank or exchange your empty for a precision filled one.

Visit www.bluerhino.com for a location closest to you.

Important Mosquito Information

Important Information

Your SkeeterVac® device operates 24 hours a day to help reduce the nuisance of mosquitoes. It attracts female mosquitoes that are seeking a blood meal to nourish their eggs. By removing these females you also remove their eggs.

- It may take up to 3-4 weeks to see a noticeable reduction in the nuisance. Be patient
- Begin operating your SkeeterVac® device once low temperatures remain above 50°F
- To reduce and maintain mosquito populations it is important for your SkeeterVac® device to operate continuously. Do not turn off the LP gas tank valve until your Skeetervac® turns off, then immediately replace the empty tank with a full tank of propane
- Always contact our experts before returning product to place of purchase

Important Information About Octenol

Your SkeeterVac® device includes a lure that contains octenol (1-octen-3-ol). This pesticide is an effective attractant supplement for some mosquito species.

KEEP OUT OF REACH OF CHILDREN

A CAUTION: Harmful if swallowed, absorbed through the skin or inhaled. Avoid contact with skin, eyes and mouth. Wash hands thoroughly with soap and water after handling.

Important Information About Ultraviolet Light

This device radiates intense ultraviolet (UV) light when operated.

A CAUTION: Do not look directly at the device during operation. Exposure to UV light, even for a brief period, can damage your eyes.

For expert assistance call toll free - 1.888.762.1142.

Always contact our experts before returning product to place of purchase.

Mosquito Facts

- About 3,000 species of mosquitoes have been identified on a worldwide basis.
 Approximately 150 are known to exist in North America
- There are approximately 25 known "human nuisance species" of mosquitoes
- Most adult mosquitoes only have a life span of 2-4 weeks
- Only female mosquitoes bite
- Mosquitoes are very effective at reproducing attracting, trapping and killing just one female mosquito at the start of mosquito season can prevent the birth of up to 25,000 more mosquitoes that season alone!

Controlling Mosquitoes

In addition to properly installing and using a SkeeterVac® device, you can reduce mosquito breeding around your home significantly by reducing the amount of water that is stagnating on your property. Be aware that mosquitoes can and will develop in any puddle or pool of water that lasts more than 4 days.

- Dispose of cans, plastic containers, pots, or similar water-holding containers that have accumulated on your property
- Drill holes in the bottom of containers that you must leave out of doors trash cans, recycling bins, etc
- Clean clogged roof gutters on an annual basis
- Turn over plastic wading pools when not in use
- \bullet Turn over wheelbarrows, empty planters, or children's toys when not in use
- Don't allow water to stagnate in birdbaths
- Aerate ornamental pools or stock them with fish
- Clean and chlorinate swimming pools that are not being used. Don't forget that mosquitoes breed in the water that collects on swimming pool covers
- Use landscaping features or drainage tools to eliminate standing water that collects in low spots on your property

Helpful Links

More information about mosquitoes in the United States can be found on the following sites, among many others.

- $\bullet \ \, \hbox{The American Mosquito Control Association: http://www.mosquito.org}$
- US Environmental Protection Agency: http://www.epa.gov/pesticides/health/mosquitoes
- $\bullet \ \ National \ \ Center \ for \ Infectious \ \ Diseases: \ http://www.cdc.gov \ . \ Search \ for \ "Mosquitoes".$

None of the agencies listed above is an endorser of the SkeeterVac® device, and inclusion on the list above does not signify that they endorse the SkeeterVac® device. Links provided for customer information only.

Operating Instructions

Checking for Leaks

Tank/Gas Line Connection

Make 2-3 oz. of leak solution by mixing one part liquid dishwashing soap with three parts water.

Make sure control knobs are off.

Turn LP gas tank "ON" at valve.

Spoon leak check solution at all "x" locations

If any bubbles appear turn LP gas tank "OFF", reconnect and re-test. If you continue to see bubbles after several attempts, disconnect LP gas source and contact 1.800.762.1142 for assistance.

If no bubbles appear after one minute turn tank "OFF", wipe away solution and proceed.

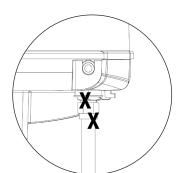
Placement

Properly positioning your SkeeterVac® device is important to maximizing performance. Since the SkeeterVac® device attracts mosquitoes it should be placed at least 10 feet from your living areas.

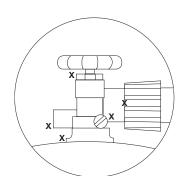
Mosquitoes typically live in areas that are shady, wet and/or moist. Determine the primary mosquito habitat and place your SkeeterVac® device as close as possible to it.

If you live in an area with consistent wind, place your SkeeterVac® device upwind from the primary mosquito habitat.

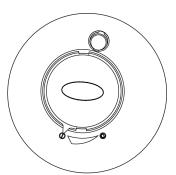
Maximum performance may require relocating your SkeeterVac® device from time to time. To move, place your foot on the cart base and tilt backward by holding the handle. Pull to the new location.



Regulator/Hose Assembly Connection



LP Gas Tank Valve



Lure Output: Fully Open

Lure Output: Half Open

FineTune®: Customizing the Lure Output

The amount of octenol your SkeeterVac® device dispenses is important to maximizing performance. Some mosquito species are highly attracted to octenol while others are less attracted.

This product contains an easy-to-use feature that allows you to customize the amount of octenol released to match the species in your environment.

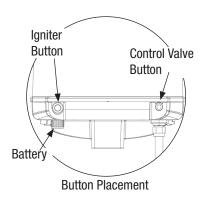
Note: Lure lasts 60 days.

- 1. Remove Finetune® cover by turning counterclockwise.
- 2. Remove foil seal from the Finetune® Lure.
- Place Finetune[®] lure back into holder with holes orienting upward.
- 4. Replace Finetune® cover.
- 5. Select the lure output by adjusting the Finetune® cover.

Lighting

▲ CAUTION: Do not operate with WaveDrawer® cover on the WaveDrawer®

- 1. Read instructions before lighting.
- 2. Turn "ON" gas at LP gas tank.
- 3. Press and hold control valve button.
- IMMEDIATELY press and hold igniter button down until you hear a "POP" sound indicating ignition. Normally occurs within 20 seconds.
- 5. Continue to hold control valve button for 30 seconds.
- 6. The needle on the engine gauge should begin to move into the "Green" zone, the LED lights will be flickering and the vacuum fan will be running with air flow out of the engine bottom, indicating ignition is complete.



Lure Output: Closed

A CAUTION: If engine fails to light, shut LP gas off at tank and wait 5 minutes before attempting to restart the engine by following the lighting instructions.

Turning Off

Turn LP gas tank "OFF" by turning valve clockwise until it stops.

A CAUTION: The gas supply must be turned off at the LP-gas tank when this outdoor gas appliance is not in use.

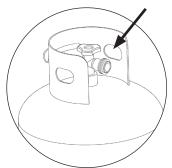


Cleaning and Care

- ▲ CAUTION: All cleaning and maintenance should be done when SkeeterVac® is cool and with the fuel supply disconnected.
- A CAUTION: DO NOT clean any SkeeterVac® part in a self cleaning oven.
- ▲ CAUTION: This SkeeterVac® should be thoroughly cleaned and inspected on a regular hasis.
- A CAUTION: Abrasive cleaners will damage this product.

Before Each Use:

- Keep the SkeeterVac[®] area clean and free from any combustible materials, gasoline, and other flammable vapors and liquids.
- Do not obstruct the flow of the combustion of LP and the ventilation air.
- 3. Keep the ventilation opening(s) of the LP gas tank area free and clear from debris.
- 4. See "Cleaning Instructions" for proper cleaning instructions.



LP Gas Tank Ventilation Area

Cleaning Instructions / Routine Service

To ensure maximum performance and to lengthen the life of your SkeeterVac® device, perform these steps each time your tank is empty. This model will consume a standard 20# LP gas tank every 18-21 days.

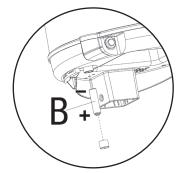
Note: While unit is in use, check the following every 2-3 days:

- Check WaveDrawer® and clean (if necessary).
- Check air passages for blockage.
- 1. Turn LP gas tank valve "OFF".
- 2. Disconnect hose/regulator gas line from tank by turning knob counterclockwise.
- 3. Remove empty tank replace with full LP gas tank.
- 4. Slide WaveDrawer® cover onto WaveDrawer®.
- 5. Remove WaveDrawer®, empty and clean.
- 6. Slide WaveDrawer® back into place.
- 7. Remove WaveDrawer® cover.
- 8. Remove used $\mathsf{TacTrap^{\mathsf{TM}}}$ and dispose of properly.
- 9. Slide fresh $\mathsf{TacTrap^{\mathsf{TM}}}$ in place and remove protective paper.
- 10. Remove Finetune® cover by turning counterclockwise.
- 11. Remove used Finetune[®] lure (if necessary) and properly dispose. *Note*: Finetune[®] Lure lasts 60 days.
- 12. Remove fresh Finetune® lure from package (if necessary). Dispose of packaging properly.
- 13. Place Finetune® lure back into holder with holes orienting upward.
- 14. Replace Finetune® cover.
- 15. Select the lure output by adjusting the Finetune® cover.
- 16. Check engine and gas lines for any sign of damage or missing parts. Repair any problems before attempting to start.
- 17. Reconnect gas line to LP gas tank by turning knob clockwise.
- 18. Remove tank cover from empty LP gas tank and place on full LP gas tank.
- 19. Perform leak check.
- 20. Start following "Lighting" instructions.
- 21. Wash hands with soap and water.

Replacing Igniter Battery

If you do not hear a clicking sound when the igniter button is depressed, the battery may have lost its charge. Replace battery as follows:

- 1. Turn LP gas tank valve "OFF".
- 2. Open battery compartment by turning cap on bottom of engine counterclockwise.
- 3. Remove used battery and properly dispose.
- 4. Place fresh AA battery into compartment negative (–) end goes in first.
- 5. Secure cap by turning clockwise until it stops.
- 6. Start following "Lighting" instructions.



Battery Placement

End of Season Storage

To lengthen the life of your SkeeterVac $^{\circ}$ device, perform these simple steps at the end of the mosquito season.

- 1. Turn valve on LP gas tank "OFF".
- 2. Disconnect regulator/hose assembly from tank by turning knob counterclockwise.
- 3. Remove tank cover.
- 4. Remove LP gas tank and store outdoors away from children and must not be stored in a building, garage or other enclosed area.
- 5. Remove and properly dispose of the TacTrap™ and FineTune® lure.
- 6. Cover your SkeeterVac® device to protect from dust and store it in a cool dry place.
- **CAUTION:** Storage of an outdoor gas appliance indoors is only permissible if the tank is disconnected and removed from the outdoor gas appliance.

Product Registration

For faster warranty service, please register your product immediately at www.bluerhino.com or call 1.800.762.1142.

Limited Warranty

Blue Rhino Global Sourcing, Inc ("Vendor") warrants to the original retail purchaser of this product, and to no other person, that if this product is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one (1) year from the date of purchase, all parts in such product shall be free from defects in material and workmanship. Vendor may require reasonable proof of your date of purchase. Therefore, you should retain your sales slip or invoice. This Limited Warranty shall be limited to the repair or replacement of parts, which prove defective under normal use and service and which Vendor shall determine in its reasonable discretion upon examination to be defective. Before returning any parts, you should contact Vendor's Customer Service Department using the contact information listed below. If Vendor confirms, after examination, a defect covered by this Limited Warranty in any returned part, and if Vendor approves the claim, Vendor will replace such defective part without charge. If you return defective parts, transportation charges must be prepaid by you. Vendor will return replacement parts to the original retail purchaser, freight or postage prepaid.

This Limited Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or any third party, or failure to perform normal and routine maintenance on the product as set out in this owner's manual. In addition, the Limited Warranty does not cover damage to the finish, such as scratches, dents, discoloration, rust or other weather damage, after purchase.

This Limited Warranty is in lieu of all other express warranties. Vendor disclaims all warranties for products that are purchased from sellers other than authorized retailers or distributors, including the warranty of merchantability or the warranty of fitness for a particular purpose. VENDOR ALSO DISCLAIMS AND ANY ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. VENDOR SHALL NO LIABILITY TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Vendor further disclaims any implied or express warranty of, and assumes no responsibility for, defects in workmanship caused by third parties.

This Limited Warranty gives the purchaser specific legal rights; a purchaser may have other rights depending upon where he or she lives. Some jurisdictions do not allow the exclusion or limitation of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to everyone.

Vendor does not authorize any person or company to assume for it any other obligation or liability in connection with the sale, installation, use, removal, return, or replacement of its equipment, and no such representations are binding on Vendor.

Blue Rhino Global Sourcing, Inc Winston-Salem, North Carolina USA (800) 762-1142

Troubleshooting

<u>Problem</u>	Possible Cause	Prevention/Cure
Engine will not light	Igniter does not work	Check battery; replace if necessary
	No LP gas	Check LP gas tank; replace if necessary
		Hold in control knob for 30 seconds. If it still does not light, please call customer Care.

If problems can not be correct by using these methods, please contact 1.800.762.1142 for assistance.